

State of Vermont
Agency of Digital Services
Secretary's Office
One National Life Drive
Dewey Building 2nd Floor
Montpelier, VT 05620-2001

John Quinn III, State CIO and Secretary
Shawn Nailor, Deputy Secretary

[phone] 802-828-4141

To: Vermont Joint Fiscal Committee
From: John Quinn, Secretary, Agency of Digital Services
Re: CRF Request for Modernization of Human Capital Management (HCM) Systems
Date: August 17, 2020

Total Amount Requested: \$5,000,000. The Department of Human Resources (DHR) and the Agency of Digital Services (ADS) is seeking funding under the Coronavirus Relief Fund (CRF) for critical modernization of the current onboarding and performance management systems, Human Capital Management (HCM), in response to significant increases in remote workforce challenges. The current HCM relies on paper-driven, manual processes which work somewhat successfully when staff are co-located but fall short when teams are working in remote locations. A modern HCM will offer successful processes regardless of the physical location of the employees. Initial investments would be for a portion of the core HCM along with modules that would provide functionality for *Onboarding* employees and employee *Performance Management*. The total amount of this request includes costs for vendor implementation, SOV implementation, and licensing.

Response to Pandemic:

COVID-19 has driven a distinct change in how the state workforce delivers programs to Vermonters. Unfortunately, remote workers have consistently struggled with the current HCM, which was built for an in-person experience, not remote. Staff mostly struggle with onboarding new personnel and the performance management of employed staff. A modernized HCM will allow for the state to work more successfully at remote locations, promoting the health and safety of the state workforce and Vermonters.

Urgency of Request:

There is a critical need for HR specific modernization. The current HR solution, VTHR, is incapable of responding to the innovation necessary to effectively manage the new, remote working conditions of dispersed front and back-office operations across the state. A modernized HCM will enable to state workforce to perform essential functions to efficiently continue government operations during the pandemic.